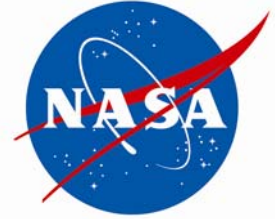


National Aeronautics and Space Administration



NASA SHARED SERVICES CENTER

Out of Cycle Awards Service Delivery Guide

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Approved by

/s/ Joyce M. Short

Joyce M. Short
Deputy Director

June 4, 2007

Date

Document History Log

Status (Basic/Revision/Cancelled)	Revision Date	Description of Change
Basic	05/31/06	Basic Release
Revision A	04/03/07	<ul style="list-style-type: none">• Updated to reflect new process• Put document into new template• Changed flowcharts to cross functional flowcharts

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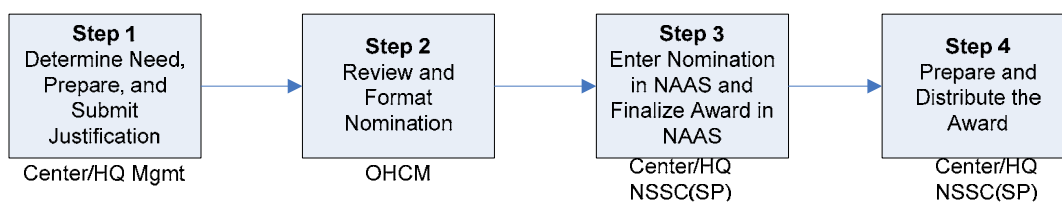
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Out of Cycle Awards

Introduction

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for providing administrative support for NASA's Out of Cycle Awards. This includes Agency awards that occur outside the time frame of other award programs. This includes supporting the nomination process, as well as producing and distributing award certificates, obtaining supplies, and updating corporate databases.

Process – Out of Cycle Awards



Roles & Responsibilities

Roles and Responsibilities	Action	Tips
Step 1 Center/HQ Management Determine Need, Prepare and Submit Justification	Center/Headquarters (HQ) Management determines the need for an Out of Cycle Honor Award. Center/HQ Responsible Office will prepare justification for award and type of award for submission to the Office of Human Capital Management (OHCM). Output: Proposed Award Nomination.	All requests should be coordinated through the Center Awards Office.
Step 2 OHCM Review and Format Notification	OHCM reviews all requests for out of cycle awards for compliance and then forward, with recommendation, to the Office of the Administrator for decision. Output: Award nomination sent to Administrator's office for decision.	Second level review will be requested through OHCM.
Step 3 Center/HQ NSSC(SP) Enter Nomination in NAAS and Finalize Award in NAAS	If approved, the Center will enter the nomination into NASA Automated Award System (NAAS) and notify NSSC of the award. For awards with specific allocations, Center/HQ Human Resources Officers will monitor and account for all approved out of cycle awards and reduce their annual honor awards submissions by that number. NSSC will finalize the award in NAAS. Output: Approved nominations are processed in NAAS.	

Roles and Responsibilities	Action	Tips
Step 4 Center/HQ NSSC(SP) Prepare and Distribute the Award	NSSC prepares the certificates, selects the medals, and prepares the neck ribbon for each award. Then the NSSC will deliver all above items to requesting organization. Center/HQ will distribute all certificates and medals, as well as coordinate the presentation of these items. Output: Award Presentations.	

Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC(SP)	Update awards database	NAAS	As changes are made to nomination list, throughout the review/approval process.
NSSC(SP)	Deliver all Awards Medals, Plaques, and other mementos	Center/HQ	Prior to the Awards Ceremony.
NSSC(SP)	Deliver individual certificates for team members	Center/HQ	Within thirty (30) days after the Awards Ceremony.

System Components
Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
N/A			

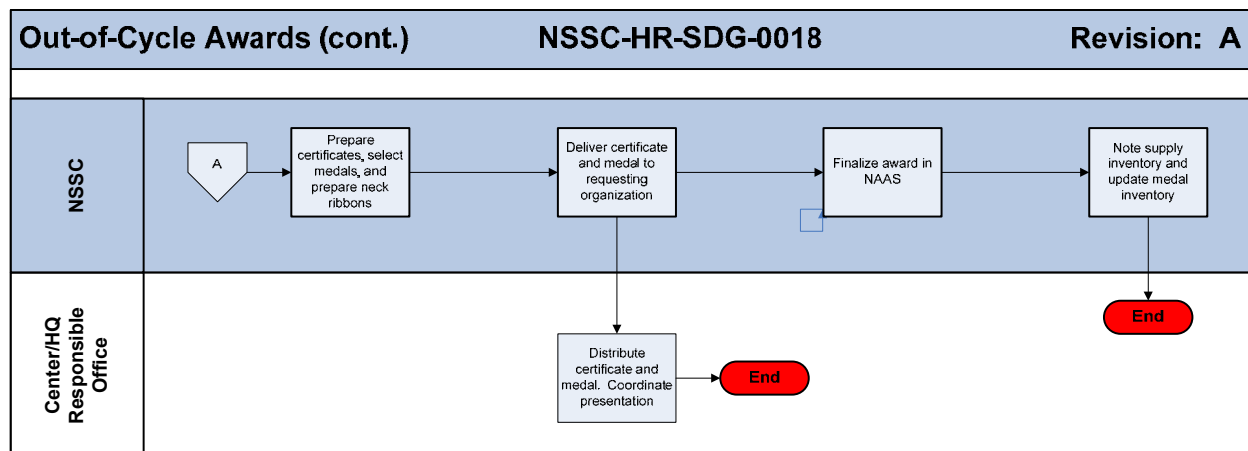
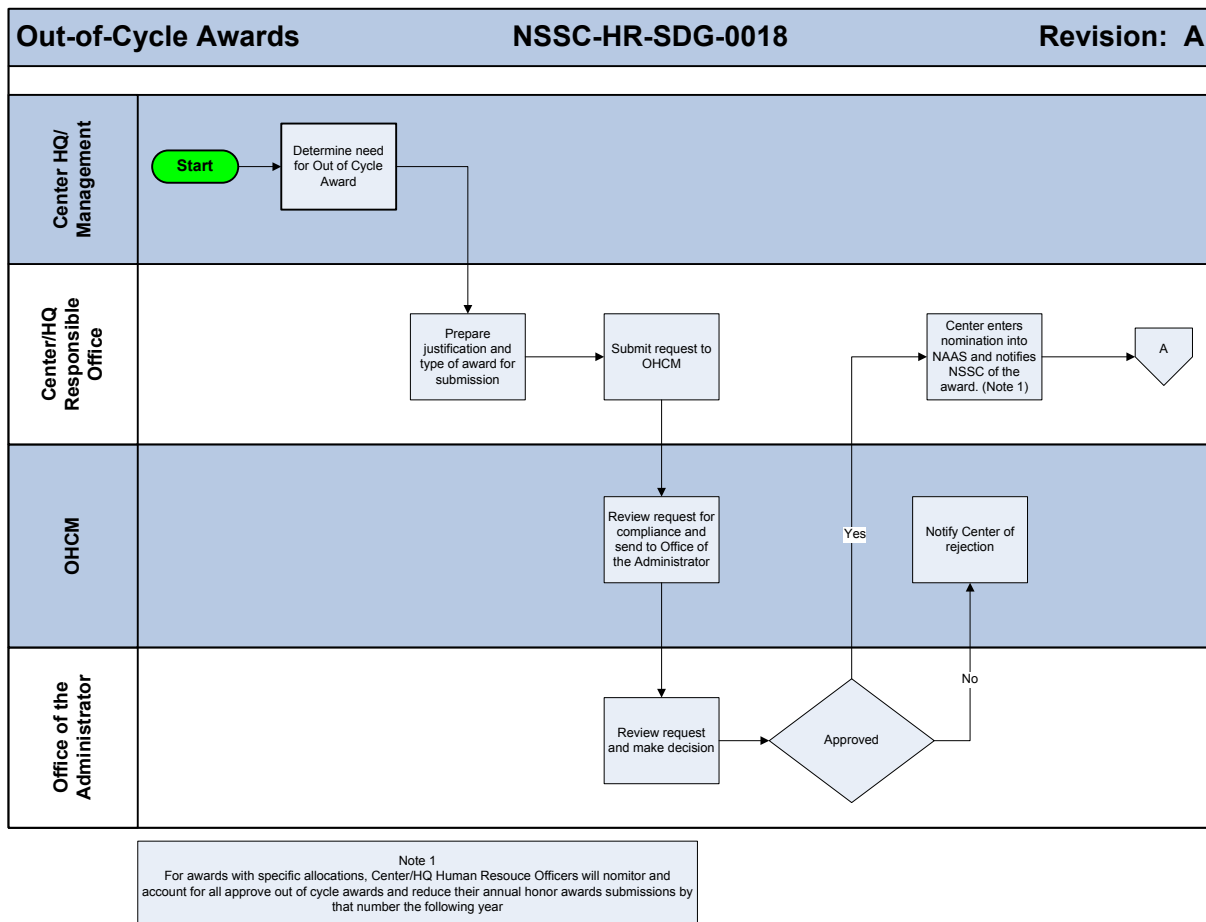
New Systems

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
NAAS	Awards nomination and tracking system	WebTADS Account is used to validate access to NAAS	NAAS interfaces with the NASA Organizational Profile System (NOPS) and FPPS to process monetary awards and to update civilian personnel roster

Customer Contact Center Strategy

The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu positioning, routing, and escalation of inquiries for this activity.

Cross Functional Flowchart



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